

Amendments to the Claims

This listing of claims will replace all prior versions and listings of claims in the above-identified application.

Listing of Claims

1.-38. (Canceled)

39. (Previously presented) A database system comprising:

a partitionable database, wherein

the partitionable database is partitioned into a plurality of virtual databases,
each virtual database of the plurality of virtual databases comprises a plurality of
files, and

each virtual database of the plurality of virtual databases corresponds to a tenant
of the partitionable database in such a manner that a partitioned virtual
database for a tenant comprises stored files associated with the tenant; and

an access control subsystem, wherein

the access control subsystem is coupled to the virtual databases, and

the access control subsystem is configured to provide access to files in a virtual
database of the plurality of virtual databases to a user only when the user
has access authorization to the virtual database from a tenant
corresponding to the virtual database, wherein the access authorization is
based at least in part on a temporary current status of the user.

40. (Previously presented) The database system of claim 39 wherein the virtual databases are disjoint from one another.

41-43. (Canceled)

44. (Previously presented) The database system of claim 39 wherein the access control subsystem is configured to provide access authorization to the user for a particular file in the virtual database based on initiation of a database call through an associated computer telephony integration (CTI) system by a customer of the tenant who owns the virtual database.

45. (Previously presented) The database system of claim 44 wherein an operator of the partitionable database provides a common call center service to customers of tenants of the partitionable database on behalf of the tenants.

46. (Previously presented) A method comprising:

managing a database system, comprising

granting access authorization to a user for one virtual database of a plurality of virtual databases by an owner of the one virtual database, wherein the access authorization is based at least in part on a temporary current role of the user,

the database system comprises a partitionable database,

the partitionable database comprises the plurality of virtual databases,

each virtual database of the virtual databases comprises a plurality of files,
and

each of the virtual databases has a unique database owner; and

providing to the user access to a file of the files in the one virtual database after the user has been granted the access authorization.

47. (Previously presented) The database management method of claim 46 wherein the virtual databases are disjoint virtual databases.

48. (Canceled)

49. (Previously presented) The database management method of claim 46 wherein the user needs authorization from an owner of a file within the one virtual database to access that file, the method comprising:

providing access to the file to the user after the owner of the file grants authorization.

50. (Previously presented) The database management method of claim 49 comprising:

before the providing of the access to the file, receiving access authorization to the file for the user from the owner of the file.

51. (Previously presented) The database management method of claim 50 wherein the receiving of the access authorization to the file comprises initiation, by a customer of the owner of the file, of a database call to the user through an associated computer telephony integration (CTI) system.

52. (Previously presented) The database management method of claim 51 wherein the partitionable database comprises a multi-tenant database having a plurality of tenants, each tenant of the tenants being an owner of a separate virtual database, at least two of the tenants utilizing a common call center service.

53. (Previously presented) The method of claim 46 wherein

the partitionable database stores a plurality of files that are each associated with one of a plurality of unique database owners such that the virtual databases each comprise stored files associated with the corresponding owner of the virtual database.

54. (Previously presented) The method of claim 46 wherein the partitionable database is operated by a database operator on behalf of the owners of the virtual databases as tenants of the partitionable database.

55. (Previously presented) The method of claim 54 wherein each of the tenants lease capacity of the partitionable database from the database operator.

56. (Previously presented) The method of claim 46 wherein the granting the access authorization to the user for the one virtual database is initiated by a telephone call from a customer of an the owner of the one virtual database through a computer telephony integration (CTI) system.

57. (Previously presented) The method of claim 56 wherein the user is a representative of an organization providing a service to the owner of the one virtual database.

58. (Previously presented) The method of claim 56 comprising:

providing access to the user to files in other virtual databases after the user is granted authorization from the owners of the other virtual databases.

59. (Previously presented) The method of claim 56 wherein the access provided to the user is temporary access limited to a duration of the telephone call.

60. (Previously presented) The method of claim 56 wherein the telephone call is made regarding the file, the method comprising:

automatically providing access to the user to other files in the one virtual database based on the telephone call.

61. (Previously presented) The method of claim 56 wherein the computer telephony integration (CTI) system is part of a call center service common to the owners of the virtual databases.

62. (Previously presented) The method of claim 56 wherein the providing the access is based at least in part on the user receiving the telephone call via the CTI system.

63. (Canceled)

64. (Previously presented) A method comprising:

managing a multi-tenant database, wherein

the multi-tenant database comprises a partitionable database,

the partitionable database comprises a plurality of virtual databases,

each of the virtual databases has an owner tenant among tenants of the multi-tenant database,

each of the virtual databases comprises multiple associated groups of data, and
the managing comprises:

setting access privileges for the groups of data in each of the virtual databases based at least in part on the owner tenant of the virtual database; and

for each of multiple requests by a user to one of the groups of data in one of the virtual databases,

determining whether to grant access to the user for the requested data group based at least in part on a relationship of the user to the owner tenant of the virtual database that comprises the requested data group;

when the relationship of the user to the owner tenant is determined to be an employee relationship, granting access to the user for the requested data group; and

when the relationship of the user to the owner tenant is not determined to be an employee relationship, granting temporary access to the user for the requested data group only when a customer of the owner tenant is determined to have provided access authorization to the user for that requested data group.

65. (Previously presented) The method of claim 64 wherein each of the groups of data is a file stored in the multi-tenant database.

66. (Previously presented) The method of claim 64 wherein

the method is performed by a database operator, and

the database operator is other than the tenants.

67. (Previously presented) The method of claim 66 wherein at least some of the requests for groups of data by users are received for users that are representatives of the database operator and are based on a contact to the users that is initiated by the tenants that own the virtual databases associated with the requested groups of data, and wherein the access authorizations for those users are determined to have been provided by those owner tenants based on the initiated contact by those tenants.

68. (Previously presented) The method of claim 66 comprising

when the relationship of a user to an owner tenant is not determined to be an employee relationship and the owner tenant is determined to have provided access authorization to the user for a data group in the virtual database for that tenant, granting access to the user to other data groups in that virtual databases, wherein the granting access is based on the providing of the access authorization.

69. (Canceled)

70. (Previously presented) The method of claim 66 wherein, when the relationship of a user to an owner tenant is not determined to be an employee relationship and the owner tenant is determined to have provided access authorization to the user for a data group in the virtual database for that tenant, the access granted to that user is based on a current role of the user.

71. **(New)** The method of claim 64 wherein the temporary access granted to the user is limited to a duration of a live communication between the user and the customer of the owner tenant.

72. **(New)** The method of claim 64 wherein the temporary access granted to the user is limited to a duration of a telephone call between the user and the customer of the owner tenant.

73. **(New)** The database system of claim 39 wherein the access authorization and the temporary current status of the user are limited to a duration of a live communication between the user and a customer of the tenant corresponding to the virtual database.

74. **(New)** The database management method of claim 46 wherein the user access and the temporary current role of the user are limited to a duration of a live communication between the user and a customer of the owner of the one virtual database.